

# WHERE CAN I GO IN CASE OF INAPPROPRIATE BEHAVIOUR?

Are you experiencing inappropriate or concerning behaviour or have you noticed abuses by/with others? Please report it! You decide to whom you report. You will find the possibilities below. Anonymity (if desired) and confidentiality is guaranteed.

For all reports (including anonymous ones) you can always contact the internal or external confidant for non-anonymous reports, you are free to decide at which of the hotlines you want to express your concerns.

## MANAGER

Are you unable or unwilling to report to your manager? Then you can use the following possibilities.

## HUMAN RESOURCE (HR)

**Moos Stafleu**  
moos.stafleu@itv.com  
088-2483349

**Claudia Vilters**  
claudia.vilters@itv.com  
088-2483550

**Carien Doyer**  
carien.doyer@itv.com  
088-2483157

## MANAGEMENT

Or a member of the senior management team.

## CONFIDANT

**Internal confidant:**  
Madelon Goedhart  
088-2483253  
madelon.goedhart@itv.com

**External confidant:**  
Lisette van der Lans  
06-48569460  
vertrouwenspersoonlisette@ziggo.nl

## SAFECALL

Available 24/7  
You will speak directly to one of the Safecall's call handlers:  
00 800 7233 2255  
Or visit [safecall.co.uk/report](https://safecall.co.uk/report)

If one of the above options does not lead to a desired solution, you can file an official complaint.

[You can read how this works in this document: Complaint Procedure.](#)

[Click here to go directly to the Code of Conduct.](#)

[Click here to go directly to the Speak Up Policy.](#)

## WORKPLACE OPTIONS EMPLOYEE ASSISTANCE PROGRAMME (EAP)

As an ITV employee you can make use of the Employee Assistance Programme (EAP) for psychological help from Workplace Options (available 24/7 on 0800-022 22 85).

When you first call, a Workplace Options expert will assess your needs to determine how best to support you. In some cases, assistance via phone will be sufficient. In other cases, a number of sessions (max. 6) with one of Workplace Options' psychologists/ counsellors will be planned (face to face or online).

## ALL PERSONS WORKING ON BEHALF OF OR WITH ITV CAN CONTACT THIS EXTERNAL POINT:

### CONFIDANT

**External confidant:**  
Lisette van der Lans  
06-48569460  
vertrouwenspersoonlisette@ziggo.nl

# WHO WILL BE INFORMED AFTER A REPORT?

Depending on the situation, follow-up will have to be given and HR and/or Management will be involved in this.

## THERE ARE 3 CATEGORIES:

### CRIMINAL OFFENCES

Report *always* ends up at HR & Management

### TRANSGRESSIVE BEHAVIOUR

Protocol reporting procedure in consultation with HR

Report can be shared in multidisciplinary team (Legal, Management, HR and possibly Manager)

### OTHER...

In consultation with Manager and/or HR

1. If you make a report to the (internal/external) person of trust, you, as a reporter, are in charge and you determine the next steps. If it concerns a criminal offense, the person of trust is obliged to report to management/HR.
2. As long as there are no criminal offenses or transgressive behaviour, an attempt will always be made in consultation with those involved (in a small circle) to discuss the problem and jointly look for a solution.